

City of Kenora

Emergency Plan

September 2018

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1.0 INTRODUCTION

1.1 Preamble

Municipal departments routinely respond to situations requiring fire, police, ambulance, and public works services; however, some situations may escalate beyond the scope of normal operations. These situations need to be dealt with via an emergency plan. The City of Kenora Emergency Plan is a generic and flexible document, adaptable to any emergency situation.

While many emergencies could occur within the City of Kenora, the most likely to occur are: severe storms, floods, air or rail crashes, toxic or flammable gas leaks, transportation incidents involving hazardous materials, electric power blackouts, uncontrollable fires, explosions, or any combination thereof.

The City of Kenora Emergency Plan is a tool to assist emergency personnel in their response to such situations. In order to use this tool to its full potential, it is important that all personnel are aware of their roles and responsibilities within the response framework. To help increase this awareness, the City of Kenora Emergency Plan provides for training, exercises, and evaluation.

1.2 Title

This document is the **City of Kenora Emergency Plan**, herein referred to as the “Plan”.

1.3 Aim

The aim of the Plan is to provide a set of generic action guidelines to increase the City’s ability to efficiently and effectively deploy services and resources to protect the property and the health, safety, and welfare of the residents of the City of Kenora during emergency situations.

1.4 Amending Formula

This Plan forms Schedule “A” to By-Law 100-2009. Any amendments to the City of Kenora Emergency Plan require an amending by-law approved by City Council. The appendices do not form part of the Plan; proposals for amendments to the Plan or its appendices shall be submitted to the Emergency Plan Review Committee through the CEMC.

1.5 Emergency – Defined

Emergencies are situations, or threats of serious impending situations, that will adversely affect a significant number of persons, properties or areas. By their nature or magnitude, these situations may require municipal expenditures, requests for additional resources, provisions for emergency shelter, or evacuation. These situations are distinct from normal operations where coordinated activities among agencies are adequate to resolve the situation.

1.6 Definitions

“Command Post” is the central control/communications centre from which the Emergency Site Manager(s) and Incident Commanders will coordinate on-site activities and communicate with the Emergency Operations Centre and other operational communications centres.

“Municipal Emergency Control Group (ECG)” is responsible for planning and directing the actions of all personnel and resources of all agencies responding to an emergency.

“Emergency Management Program Committee (EMPC)” is responsible for planning and directing the actions of all personnel and resources of all agencies responding to an emergency.

“Emergency Operations Centre (EOC)” is the physical facility from which the Emergency Control Group coordinates and directs the response effort of all the responding agencies to an emergency. This facility is located at a predetermined location with an alternate location designated if the primary EOC is not accessible.

“Emergency Site Manager” is the individual who is confirmed/appointed by the Emergency Control Group, and is responsible for establishing a unified command structure for directing and coordinating the actions of all the responding agencies at the emergency site. He/she reports directly to the Emergency Control Group. The individual in this position may change as the nature of the emergency changes.

“Incident Commander” is an individual appointed by his/her agency who is responsible for directing and coordinating the actions of all personnel of his/her agency at the emergency site. The Incident Commander reports directly to the Emergency Site Manager. The individual in this position may change as the emergency progresses.

“Media Centre” is the location from which information, approved by the Emergency Control Group, is provided to the media. The centre will also monitor the emergency’s media coverage to provide the Emergency Control Group with effective strategies on dealing with media issues. Media emergency site tours, interviews, and photo opportunities are coordinated through the Media Centre.

“Operations Officer” (City Manager) is responsible for running the EOC and coordinating all decisions or directions of the ECG to all responding agencies.

2.0 AUTHORITY

2.1 The Emergency Management and Civil Protection Act

The *Emergency Management and Civil Protection Act, R.S.O. 1990, c. E.9*, as amended, is the primary authority enabling passage of the by-law adopting the Plan. Important measures authorized under the legislation which form part of the Plan are:

- Expenditure of monies associated with the formulation and implementation of the Plan;
- Authorization for municipal employees to take appropriate action before formal declaration of an emergency;
- Procedures to be taken for safety and/or evacuation of persons in an emergency area;
- Designation of a Member of Council who may exercise powers and perform the duties of the Head of Council under the Plan during the absence or inability of the Head of Council to act;
- Establishment of committees and designation of employees to be responsible for reviewing the Plan, to train employees in their functions, and to implement the Plan during an emergency;
- Authorization to obtain and distribute materials, equipment, and supplies during an emergency; and
- Authorization to attend such other matters as are considered necessary or advisable for the implementation of the Plan during an emergency.

2.2 Protection from Liability for Implementation of the Plan

Section 11 of the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9, as amended*, states:

- (1) No action or other proceeding lies or shall be instituted against a member of council, an employee of a municipality, a minister of the Crown or a Crown employee for doing any act or neglecting to do any act in good faith in the implementation or intended implementation of an emergency program or an emergency plan in connection with an emergency;
- (2) Subsection (1) does not relieve a municipality of liability for the acts or omissions of a member of council or an employee of the municipality referred to in subsection (1), and the municipality is liable as if subsection (1) had not been enacted and, in the case of a member of council, as if the member were an employee of the municipality.

2.3 Public Accessibility to the Plan

Section 10 of the *Emergency Management and Civil Protection Act* provides that an emergency plan must be available to the public for inspection and copying during ordinary business hours at a municipal office.

The Plan will be made available to the public at City Hall, City of Kenora Portal, the Kenora Public Library, and at Station 1, City of Kenora Fire and Emergency Services.

2.4 Freedom of Information and Protection of Privacy

Any personal information collected under the authority of the Plan shall be used solely for the purpose of planning, preparing and responding to emergencies as defined within the Plan and the release of any information under this Plan shall be made in conformance with the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, cM.56, as amended*.

Notice: Questions about the collection should be directed to the Freedom of Information and Privacy Coordinator, City of Kenora, One Main Street South, Kenora, Ontario, P9N 3X2.

3.0 EMERGENCY CONTROL GROUP (ECG)

3.1 Composition of the Emergency Control Group

Emergency response operations will be directed and controlled by the following officials or their alternates at an Emergency Operations Centre:

- EOC Manager (CEMC)
- Operations Officer
- Fire Chief
- Detachment Commander – Ontario Provincial Police

Other City staff, government agencies/officials and outside experts from private industry may be requested to join the Emergency Control Group in an advisory capacity.

The Emergency Control Group can be called together in whole or in part without the declaration of an emergency.

For initial activation of the Emergency Control Group (ECG) the EOC Manager (CEMC), Operations Officer and Fire Chief will be contacted. These individuals will determine the remainder of the ECG to be activated.

Emergency Management Program Committee

Emergency Management Program Committee will be members who are called upon by the Emergency Control Group (ECG) as required or their alternates at an Emergency Operations Centre:

Composition of the Emergency Management Program Committee

- Mayor (or designate)
- Operations Manager/Engineering
- Northwest EMS Manager
- Medical Officer of Health, or alternate
- Public Information Officer
- Transportation Manager
- Social Services Manager

3.2 Responsibilities of the Emergency Control Group

The responsibilities of the **Emergency Control Group** are to:

1. advise the Mayor as to whether the declaration of an emergency is recommended;
2. designate any area(s) in the municipality as an emergency site(s);
3. determine the requirement to call or establish advisory sub-groups as may be required to support implementation of emergency operations;
4. direct and coordinate the responding services and agencies to ensure that all action necessary for the mitigation of the emergency are taken expeditiously and in accordance with the law;
5. provide recommendations on the spending of public funds for the implementation of the Plan;
6. appoint, or confirm the appointment of an Emergency Site Manager(s) who will be the Emergency Control Group's representative on site and will be responsible for the organization and coordination of all emergency response agencies at the emergency site and will carry out the roles and responsibilities as described in Section 4.2 of the Plan;
7. develop and implement aims, priorities, and strategies in consultation with the Emergency Site Manager(s);
8. approve or endorse the proposed courses of action for the resolution of the emergency;
9. direct the evacuation of buildings, or areas within the emergency site(s), if necessary;
10. direct the dispersal or removal of persons from the emergency site(s) who are in danger, or whose presence hinders emergency operations;
11. direct the discontinuation of public/private utilities or services due to safety or the efficient functioning of emergency operations, if required;
12. direct the activation and operation of reception centres to provide temporary accommodation to all residents who are in need of assistance due to displacement as a result of the emergency;
13. direct and commit municipal personnel or equipment to support emergency operations, as required;

Responsibilities of the Emergency Control Group-continued

14. arrange for assistance from agencies including other levels of government, public/private organizations and volunteers, as required;
15. direct the activation and operation of a Call Centre and Media Centre;
16. notify all services, agencies, groups, or persons under the control of the Emergency Control Group of the termination of the emergency;
17. direct follow-up in support of persons directly involved in emergency operations, including Critical Incident Stress Programs, as required;
18. maintain a detailed log of all discussions, decisions or actions taken by the Emergency Control Group;
19. conduct and participate in a post-emergency debriefing, and provide reports as requested by the Operations Officer.

3.3 Mayor (Head of Council)

Upon learning of a potential emergency, the Mayor should consider the possible need for activation of the Plan, and if warranted, shall activate the “Emergency Plan-Alert Procedure” **(see Appendix A)**.

The Mayor or alternate shall:

1. Proceed to the Emergency Operations Centre (EOC) identified in the mobilization message;
2. Ensure that the City of Kenora Emergency Plan has been activated **(See Appendix A)**;
3. Declare an emergency to exist within the boundaries of the City based on the recommendations of the Emergency Control Group. Complete the “Declaration of an Emergency” form **(See Appendix B)**;
4. Notify the Minister of Community Safety and Correctional Services of the declaration of an emergency and of the termination of an emergency **(see Appendix B for Blank Forms)**;
5. Take action to make orders, not contrary to law, to implement the Plan and to protect property, health, safety, and welfare of the City;
6. Approve expenditures to meet the requirements of emergency response activities within approved guidelines and policies.
7. Participate in decision making, determining priorities, and issuing operational directives through the EOC Manager (CEMC) for the resolution of the emergency;
8. Request assistance from senior levels of government, when required;

In consultation with the Public Information Officer and the EOC Manager (CEMC):

9. Establish a schedule of approved press conferences, news releases and public service announcements (PSA's);
10. As the City of Kenora's key spokesperson, address the media as soon as possible after declaring an emergency. Staff advisors shall accompany the Mayor to address technical questions;
11. Keep Council updated regarding the situation and actions being taken to resolve the emergency;
12. Terminate the emergency at the appropriate time following the recommendation of the Emergency Control Group and ensure all concerned have been notified.

Mayor (Head of Council)-continued

13. Open and maintain a service log of decisions made and actions taken relating to his/her area of responsibility;
14. Occupy the Mayor's desk at the EOC.
15. Conduct meeting of the Emergency Control Group within 48 hours after the termination of the emergency to review the preliminary report on emergency response activities and to make recommendations;
16. Arrange a special meeting of City Council within five working days following the Emergency Control Group meeting in order to implement the recommendations of the Emergency Control Group.

3.4 EOC Manager (CEMC)

Upon learning of a potential emergency, the EOC Manager (CEMC) should consider the possible need for activation of the Plan, and if warranted, shall activate the “Emergency Plan-Alert Procedure” (see Appendix A).

1. Notify the Mayor of an emergency or the threat of an emergency which may involve City resources;
2. Recommend to the Mayor that a declaration of an emergency be made in accordance with the criteria for making such a declaration;
3. Ensure that the Operations Officer opens and maintains a record of decisions made and actions taken on the service log;
4. Ensure that the department heads and staff with designated emergency response duties are notified of the imminent or actual emergency;
5. Authorize the activation of the City of Kenora Emergency Plan in whole or in part, as required;
6. Conduct planning cycle meetings on a scheduled basis with the Public Information Officer situated so as to be the last speaker in the planning cycle meeting to allow for documentation of new items and to re-cap current events for potential release of information to the public;
7. Ensure that the Emergency Control Group confirms an Emergency Site Manager (ESM);
8. Establish and maintain a communication link with the Emergency Site Manager so that timely and accurate operational updates are obtained and provided;
9. Provide overall coordination of the city’s emergency response activities;
10. Coordinate and direct emergency response and/or support activities within the Emergency Operations Centre (EOC)
11. Appoint the Operations Officer to coordinate EOC activities when the EOC Manager (CEMC) is absent from the EOC;
12. Assess emergency needs and establish priorities of response activities;
13. Provide regular updates and act as principal advisor to the Mayor and Members of Council on emergency related matters;
14. Respond to and facilitate requests from the emergency site;

EOC Manager (CEMC)-continued

15. Ensure that the Media Centre is operational;
16. Ensure that the Public Inquiry Centre is operational and that the telephone numbers are broadcast and published for use by the public;
17. Ensure that status reports are available, circulated, discussed and displayed within the EOC;
18. Commence short-term (up to 6 hours) and long-term operational planning (more than 6 hours) as soon as possible;
19. Identify priorities for the re-establishment of any service that has been damaged, temporarily suspended or reduced as a result of the emergency;
20. Approve press conferences, news releases, and public service announcements in consultation with the Public Information Officer from the EOC prior to their release;
21. Coordinate response activities with external agencies and neighbouring municipalities;
22. Activate the District of Kenora Mutual and Automatic Aid Plan and Program or any other agreement, when existing resources are inadequate to meet the demands of the emergency;
23. Request assistance from the province or the federal government (as appropriate) through the provincial EMO and upon recommendation from the Emergency Control Group;
24. Ensure a necessary level of continuous service to the unaffected part of the City in accordance with legal obligations and available resources while simultaneously providing emergency response activities;
25. Recommend to the Mayor when the declaration of an emergency should be terminated.

3.5 Operations Officer

1. Notify all department heads of the situation outlining the nature and scope of the emergency;
2. Activate the Emergency Operations Centre (EOC);
3. Open and maintain the EOC Manager's (CEMC) service log and answer his/her telephone;
4. Ensure the following components of the EOC and the equipment of each of the following areas are operational and in a state of readiness - Operations Room, Telecommunications Centre, Public Inquiry Centre, Public Information Centre, Media Centre and a Media Monitoring Centre;
5. Provide office supplies at each work station (message forms, log sheets, pencils, pens, etc.);
6. Ensure the operations map is kept current by departmental designated representatives;
7. Prepare information for approval by the EOC Manager (CEMC) or a designate, which will be released through the Media Centre and the Public Inquiry Centre;
8. Review incoming and outgoing radio messages for information and briefing the EOC Manager (CEMC);
9. Coordinate security arrangements for staff, facilities, equipment, documentation and any other related items in the EOC
10. Alert volunteer services and agencies listed in the emergency plan that may be activated by the Emergency Control Group;
11. Recording the arrival and departure of the Emergency Control Group in the Personnel Duty Roster and record the arrival and departure of any visitors to the EOC;
12. Maintain a record of expenditures authorized by the Emergency Control Group;
13. Provide informational updates and status reports to the EOC Manager (CEMC) on the affected and non-affected areas of the City;
14. Establish a liaison with the Provincial Emergency Operations Centre Duty Officer (PEOC);
15. Request assistance from Emergency Management Ontario in support of local emergency operations, as required;

Operations Officer-continued

16. Plan shift rotations for the EOC silent hours based on input from members of the Emergency Control Group;
17. Provide support to the EOC Manager (CEMC) as necessary;
18. Test the building's auxiliary power unit;
19. Arrange for meals, refreshments, etc. to be brought to the EOC as required;
20. Maintain a detailed log of all actions taken by the Office of the Operations Officer;
21. Open and maintain the Main Event Log and record all discussions of business cycle meetings for the duration of the emergency.

3.6 Operations Manager/Engineering

Upon learning of a potential emergency, the Operations Manager/Engineering should consider the possible need for the activation of the Plan, and if warranted, shall activate the “Emergency Plan--Alert Procedures” (see Appendix A).

The Operations Manager or alternate shall:

1. Report to the Emergency Operations Centre (EOC) and advise the members of the Emergency Control Group in matters relating to:
 - Potable water supply
 - Sanitary and storm sewer systems
 - Parks and recreation centre facilities
 - Road network and road conditions
 - Safety and engineering resources
 - Electrical distribution system
 - Gas and telephone service
 - Transit
2. Participate in decision making, determining priorities, and issuing operational directives through the EOC Manager (CEMC) for the resolution of the emergency;
3. If directed by the Emergency Control Group, appoint Emergency Site Manager(s) to control operations at the emergency site(s);
4. Activate the Public Works Emergency Call Out Procedures;
5. Activate and coordinate the Public Works Emergency Response Sub-Plan;
6. Direct and coordinate all Public Works operations in accordance with the Plan and directions issued by the Emergency Control Group;
7. Maintain liaison with flood control centres, conservation and environmental agencies and be prepared to conduct relief or preventative operations;
8. Provide engineering, personnel, materials, supplies, lists of engineering-related vehicles, equipment, supplies, and contractors and equipment as required in support of emergency operations;
9. Arrange for and coordinate provision and use of personnel, engineering materials, and equipment from other municipal, regional, provincial, or federal departments or private/commercial agencies;
10. Assist with traffic control and emergency operations by clearing emergency routes, assisting police in closing and opening roadways, marking obstacles, installing emergency road signs, and other actions as required;

Operations Manager/Engineering-continued

11. Coordinate the provision and use of all transportation resources in support of evacuation or other emergency operations as required;
12. Ensure the City roads are open and accessible to emergency response services;
13. Establish as liaison with the Ministry of Transportation in order to obtain the status of provincial roads and highways;
14. Advise the Emergency Control Group with regards to safe load limits on damaged structures;
15. Coordinate the provision of emergency potable water, supplies, and sanitation facilities in support of the emergency operations;
16. Maintain liaison with regional public works and utility service agencies (i.e. hydro, gas, telephone, cable) and issue directions for the disconnection and reconnection of services as directed by the Emergency Control Group;
17. Coordinate efforts to re-establish essential services;
18. Establish the priorities for the restoration of City roads, sewer and water systems and electrical distribution damaged as a result of the emergency;
19. Establish priorities in cooperation with Union Gas for the restoration of natural gas service damaged as a result of the emergency;
20. Establish priorities in cooperation with KMTS Bell Aliant/Bell Canada for the restoration of telephone service damaged as a result of the emergency;
21. Establish priorities in cooperation with Kenora Hydro/Hydro One for the restoration of electrical service damaged as a result of the emergency;
22. Coordinate debris removal activities;
23. Coordinate demolition or securing of all “unsafe” buildings as directed by the Chief Building Official;
24. Coordinate Public Works support for restoration and clean-up activities following the termination of the emergency;
25. Open and maintain a detailed service log of decisions made and actions taken by the Public Works Department;
26. Provide discretionary assistance in search and rescue under the direction of the Fire Chief;

Operations Manager/Engineering-continued

27. Develop short (6 to 12 hours) and long term (12 hours plus) operations plans for the Public Works/Engineering Team;
28. Participate in post-emergency debriefing and provide reports as requested by the EOC Manager (CEMC).

3.7 Northwest EMS Manager

The Northwest EMS Manager or alternate shall:

1. Report to the Emergency Operations Centre (EOC);
2. Provide the Emergency Control Group with information and advice on health service matters and the provision of Emergency Medical Service;
3. Participate in decision making, determining priorities, and issuing operational directives for the resolution of the emergency, as requested by the Emergency Control Group;
4. Activate the appropriate emergency call out procedures;
5. Direct and coordinate all ambulance services in accordance with the Plan and directions issued by the Emergency Control Group;
6. Coordinate with senior police officials, the movement of ambulances to and from the emergency site(s);
7. Support the Emergency Medical Service Incident Commander at the site;
8. Coordinate with the Medical Officer of Health for the providing of triage and treatment at the emergency site(s), casualty collection posts, and the distribution of casualties in accordance with the Plan and directions issued by the Emergency Control Group;
9. Coordinate the provision of special emergency health service resources at the emergency site(s) (i.e. ambulances, support units, paramedics, ambulance helicopters etc.);
10. Coordinate the transportation needs of medical evacuees through normal channels as well as requesting additional vehicles for such use from the Director of Transportation and do so in consultation with the EOC Manager;
11. Alert the Medical Officer of Health of potential health issues such as epidemics in accordance with the Ministry of Health regulations;
12. Brief the EOC Manager (CEMC) on a regular basis of the status of the Emergency Medical Service;
13. Ensure the delivery of Emergency Medical Services both within and outside of the emergency site area in accordance with the legislative and regulatory standards;
14. Activate mutual assistance and aid agreements as and when required in consultation with the Emergency Control Group;
15. Liaise with police and fire officials, area hospital administrators and the Medical Officer of Health (MOH) regarding activities relating to the provision of Emergency Medical Services;

16. Provide the main radio communication link among health services, and notify and request assistance from the Ontario Ministry of Health, Emergency Services Branch;
17. Liaise with the Medical Officer of Health and assist with the organization and transportation of persons in health care facilities, homes for the aged, nursing and rest homes, and disabled citizens that need to be evacuated;
18. Open and maintain a detailed service log of decisions made and actions taken by the Northwest EMS Manager;
19. Develop short (6 to 12 hours) and long term (12 hours plus) operations plans for the Northwest EMS;
20. Participate in post-emergency debriefing and provide reports as requested by the EOC Manager (CEMC).

3.8 Medical Officer of Health

1. Activate the Northwestern Health Unit's emergency fan out list;
2. Report to the Emergency Operations Centre (EOC) and advise the Emergency Control Group on matters of public health and on any remedial action necessary or already initiated;
3. Open and maintain a service log of decisions made and actions taken relating to his/her area of responsibility;
4. Brief the EOC Manager (CEMC) on the status and response of the Northwestern Health Unit;
5. Obtain a briefing from the EOC Manager (CEMC);
6. Respond to any needs directed towards the Northwestern Health Unit in dealing with the emergency;
7. Make arrangements for critical incident stress debriefings in collaboration with Emergency Control Group;
8. Assess the potential for evacuation of medical care-giving facilities based on the emergency;
9. Develop a long-range (24 hours plus) operational plan for emergency response activities;
10. Liaise with and coordinate activities between all health care facilities;
11. Prepare information on related health hazards for release to the public in consultation with the Public Information Officer and the EOC Manager (CEMC);
12. Liaise with the Ministry of Health to ensure coordination of evacuation and resource needs;
13. Direct the response to disease related emergencies in accordance with Ministry of Health policies;
14. Authorize the evacuation of premises where there is reasonable and probable grounds to believe that a health hazard exists;
15. Arrange transportation through the EOC Transportation Manager for medical evacuees;
16. Coordinate the care of bed-ridden people and invalids living at home within the emergency area and in evacuation centres;
17. Oversee water quality checks and arrange for alternate supply of potable water with City of Kenora Water Department;

18. Liaise with the EOC Social Services Manager regarding the status of health inspections in reception and evacuation/relocation centres and the provision of medical attention to evacuees;
19. Control communicable disease by enforcing regulations, including isolation and quarantine of infected individuals;
20. Monitor potable water, quality and supplies of drinking water within the City of Kenora;
21. Monitor the disposal of human and organic waste;
22. Ensure food safety by inspecting, testing and destroying food thought to be contaminated;
23. Ensure pest control;
24. Liaise with the District Coroner and provide resource support as required;
25. Ensure safe and sanitary procedures are used in order to prevent the transmission of communicable diseases;
26. Monitor relocation / evacuation centres to obtain a status on food protection, potable water, personal hygiene, garbage and sewage disposal, pets, etc.
27. Advise and assist the public in property rehabilitation by providing information on health hazards caused by the emergency, rehabilitation of personal property, well water disinfecting and public health and safety precautions during cleanup;
28. Ensure qualified persons conduct Critical Incident Stress Debriefs and/or post disaster stress assessments;
29. Recommend the activation of mutual assistance / mutual aid agreements as required;
30. Inform the EOC Manager on the progress of the total medical response;
31. Assist in the final assessment of the cause of the emergency.

3.9 Fire Chief

Upon learning of a potential emergency, the Fire Chief should consider the possible need for the activation of the “Emergency Plan-Alert Procedure”: **(see Appendix A)**.

The Fire Chief or alternate shall:

1. Report to the Emergency Operations Centre (EOC);
2. If required, authorize the activation of the City of Kenora Emergency Plan, in whole or in part, in the absence of the EOC Manager (CEMC), Alternate CEMC and the Detachment Commander of the O.P.P.;
3. Provide the Emergency Control Group with information and advice on Fire Service matters;
4. Participate in decision making, determine priorities, and issuing operational directives for the resolution of the emergency;
5. If directed by the Emergency Control Group, appoint Emergency Site Manager(s) to control operations at the emergency site(s);
6. Establish a communications link with the Fire Incident Commander;
7. Activate the Fire Services Emergency Call Out Procedures;
8. Activate and coordinate the Fire Services Emergency Operational Plan;
9. Direct and coordinate all Fire Service operations in accordance with the Plan and directions issued by the Emergency Control Group;
10. If required, activate the District of Kenora Mutual and Automatic Plan and Program for the provision of additional firefighting resources and equipment;
11. Arrange for additional equipment and materials as required;
12. Coordinate assistance with other municipal, regional, provincial, or federal departments and agencies;
13. Open and maintain a detailed service log of decisions made and actions taken by the City of Kenora Fire and Emergency Services;
14. Ensure that dangerous goods support services are contacted when required;
15. Provide discretionary assistance to Emergency Medical Services and Police Services;
16. Brief the EOC Manager (CEMC) on new developments;

Fire Chief-continued

17. Obtain briefings from the EOC Manager (CEMC);
18. Obtain briefings from the Fire Incident Commander;
19. Develop short (6 to 12 hours) and long term (12 hours plus) operations plans for the fire service;
20. Participate in post-emergency debriefing and provide reports as requested by the EOC Manager (CEMC).

3.10 Detachment Commander Ontario Provincial Police

Upon learning of a potential emergency, the Detachment Commander should consider the possible need for activation of the Plan, and if warranted, activate the “Emergency Plan-Alert Procedure” (see **Appendix A**).

The Detachment Commander or alternate shall:

1. Report to the Emergency Operations Centre (EOC);
2. If required authorize the activation of the City of Kenora Emergency Plan, in whole or in part, in the absence of the EOC Manager (CEMC), Alternate CEMC and the Fire Chief;
3. Provide the Emergency Control Group with information and advice on law enforcement matters;
4. Participate in decision making, determine priorities, and issuing operational directives for the resolution of the emergency;
5. If directed by the Emergency Control Group, appoint Emergency Site Manager(s) to control operations at the emergency site(s);
6. Activate the Police Services Emergency Call Out Procedures;
7. Activate and coordinate the Police Services Emergency Plan;
8. Direct and coordinate all Police Service operations in accordance with the Plan and directions issued by the Emergency Control Group;
9. Establish a communications link with the Police Incident Commander;
10. Direct the establishment of inner and outer perimeters around the emergency site(s);
11. Direct and control the dispersal of crowds within the emergency site (s);
12. Direct the movement of emergency vehicles to and from the emergency site(s);
13. Coordinate the arrangements for Police operations with other municipal, provincial, or federal departments and arrange for additional supplies and equipment as required;
14. Open and maintain a detailed service log of decisions made and actions taken by the Ontario Provincial Police;
15. If directed by the Emergency Control Group, coordinate the arrangements for the evacuation of buildings or areas;

16. Maintain law and order in evacuation and reception centres and other temporary facilities;
17. Protect property and maintain law and order at the emergency site(s);
18. Direct that the Coroner be contacted in the event of fatalities and coordinate whatever additional support is necessary or required in accordance with the *Coroners Act, R.S.O. 1990, c.37 as amended*;
19. Brief the EOC Manager (CEMC) on new developments and obtain situation reports from him/her;
20. Provide assistance with ground search and rescue as required;
21. Liaise with the Humane Society as required;
22. Initiate an investigation into the circumstances of the emergency during the emergency or post emergency;
23. Develop short (6 to 12 hours) and long term (12 hours plus) operations plans for the Police service;
21. Participate in post-emergency debriefing and provide reports as requested by the EOC Manager (CEMC).

3.11 Public Information Officer

Upon learning of a potential emergency, the Public Information Officer should consider the possible need for activation of the Plan, and if warranted, activate the “Emergency Plan-Alert Procedure” (see **Appendix A**).

The Public Information Officer or Alternate shall;

1. Report to the Emergency Operations Centre (EOC);
2. Advise the Emergency Control Group on matters pertaining to public information, public affairs, and media relations;
3. Gather, process, and disseminate information for use by the Emergency Control Group;
4. Formulate public information and media releases for review by the Mayor or designate and EOC Manager (CEMC);
5. Upon arrival of the Mayor or designate or EOC Manager (CEMC), release information to the public and media;
6. Direct the establishment and operation of a Media Centre, a call (Information) Centre, and an emergency site media centre;
7. Issue public announcements, instructions, or warnings as directed by the Mayor or designate or EOC Manager (CEMC);
8. Provide public relations support as required; coordinate all media requests, including arrangements for supervised tours near the emergency site(s);
9. Schedule meetings for the media in consultation with the Mayor or designate or EOC Manager (CEMC);
10. Arrange for photo or video records of the emergency operations;
11. Open and maintain a detailed service log of decisions made and actions taken by the Public Information Officer;
12. Obtain situation reports from the EOC Manager (CEMC);
13. Arrange for additional facilities or resources that may be required to support the Media and Inquiry Centres;
14. Monitor the media;
15. Brief the Mayor or designate or EOC Manager (CEMC) on ongoing issues;

16. Develop short (6 to 12 hours) and long term (12 hours plus) operations plans for the Public Information Officer;
17. Participate in post-emergency debriefing and provide reports as requested by the EOC Manager (CEMC).

3.12 Transportation Manager

Upon learning of a potential emergency, the Transportation Manager should consider the possible need for activation of the Plan, and if warranted, activate the “Emergency Plan-Alert Procedure” (see **Appendix A**).

The Transportation Manager or Alternate shall:

1. Report to the Emergency Operations Centre (EOC);
2. Report to the Emergency Operations Centre (EOC) and advise the members of the Emergency Control Group of matters related to public transportation;
3. Notify departmental staff with designated emergency response duties of the situation and provide the necessary direction;
4. Assume direction and control over all means of public transport used in response to the emergency;
5. Ensure the availability of qualified drivers to meet the demands of the emergency;
6. Respond to the immediate transportation needs identified as a result of the emergency;
7. Arrange for the transportation of evacuees under the direction of the Emergency Control Group;
8. Provide transportation for the movement of residents of nursing homes, homes for the aged, and long-term care facilities in consultation with the Emergency Control Group and the respective facilities Emergency Plan;
9. Provide transportation for evacuees from populated areas in consultation with the Emergency Control Group;
10. Provide transportation for the movement of casualties in consultation with the Emergency Control Group and the agency or agencies having jurisdiction over casualties;
11. Establish the priorities for the delivery of transportation to emergency and non-affected emergency areas of the City;
12. Establish contact with the school boards in order to provide a coordinated approach to the supply and demand of emergency transportation needs;
13. Re-route transit buses around emergency areas and ensure that a level of service is maintained to areas of the city that are not affected by the emergency;
14. Establish a liaison with area representatives of the public transportation industry (taxi, bus, airline, rail, etc.);

15. Brief the EOC Manager (CEMC) regarding the state of transportation readiness as required;
16. Obtain situation reports from the EOC Manager (CEMC);
17. Recommend the activation of mutual assistance and mutual aid agreements as required;
18. Develop a cadre of vehicles and fuel suppliers available for those agencies who require same in conducting emergency response activities;
19. Open and maintain a detailed service log of decisions made and actions taken by the Transportation Manager;
20. Develop short (6 to 12 hours) and long term (12 hours plus) operations plans for the Transportation Manager;
21. Participate in post-emergency debriefing and provide reports as requested by the EOC Manager (CEMC).

3.13 Social Services Manager

Upon learning of a potential emergency, the Social Services Manager should consider the possible need for activation of the Plan, and if warranted, activate the “Emergency Plan-Alert Procedure” (see **Appendix A**).

The Social Services Manager or Alternate shall:

1. Report to the Emergency Operations Centre (EOC);
2. Provide the Emergency Control Group with information and advice pertaining to community and social service needs;
3. Participate in decision making, determining priorities, and issuing operational directives for the resolution of the emergency;
4. Coordinate and direct the actions of all social services and volunteer agencies in accordance with the Plan and directions issued by the Emergency Control Group;
5. Coordinate the provision of emergency feeding, reception, accommodations, clothing, identification, registration, inquiry, and personal service programs;
6. If directed by the Emergency Control Group, activate and operate emergency evacuation reception and accommodation facilities at designated community halls etc.
7. Determine the need for, and number and locations of evacuation/reception centres and/or group facilities required to be opened should the evacuation of residents be necessary;
8. Provide staff from community service agencies to assist at the emergency reception centre(s) and other tasks as directed by the Emergency Control Group such as:
 - Staffing of Evacuation/Reception Centres
 - Registration & Inquiry
 - Identification
 - Accommodation Services
 - Food Services
 - Clothing Services
 - Personal Services
9. Ensure that evacuation/reception centres and lodging facilities are properly equipped and operational (examples – telecommunications, security, ample toilet facilities etc.);
10. Make arrangements for Critical Incident Stress Debriefing for victims in collaboration with the Medical Officer of Health;
11. Coordinate assistance from other municipal, regional, provincial, federal departments, or private agencies;

12. Open and maintain a detailed service log of decisions made and actions taken by the Social Services Manager;
13. Develop short (6 to 12 hours) and long term (12 hours plus) operations plans for the Social Services Manager;
14. Participate in post-emergency debriefing and provide reports as requested by the EOC Manager (CEMC).

3.14 Financial Manager

RESERVED

3.15 Telecommunications Manager

Upon learning of a potential emergency, the Telecommunications Manager should consider the possible need for activation of the Plan, and if warranted, activate the “Emergency Plan-Alert Procedure” (see **Appendix A**).

The Telecommunications Manager or Alternate shall:

1. Report to the Emergency Operations Centre (EOC);
2. Provide the Emergency Control Group with information and advice pertaining to telecommunication and information technology matters;
3. Coordinate the provision, installation, operation, and maintenance of all telecommunications systems in support of emergency operations;
4. Activate the telecommunications services emergency mobilization system;
5. Direct the operation of the Telecommunication Centre;
6. Provide relief telecommunication operators for all stations operating under the control of the Telecommunications Manager;
7. If directed by the Emergency Control Group provide telecommunications support wherever and whenever necessary;
8. If directed by the Emergency Control Group, ensure that Line Load Control is activated;
9. Establish a link with the Provincial Emergency Operations Center (PEOC);
10. Direct and coordinate the activities of the Lake of the Woods Amateur Radio Society when the organization is operating in support of the City of Kenora.
11. Ensure the display of significant telecommunications related events and/or decisions through the use of maps, charts and the main event record board;
12. Establish priorities for the re-establishment of any City of Kenora telecommunications facilities damaged as a result of the emergency;
13. Open and maintain a detailed service log of decisions made and actions taken by the Telecommunications Manager;
14. Develop short (6 to 12 hours) and long term (12 hours plus) operations plans for the Telecommunications Manager;
15. Participate in post-emergency debriefing and provide reports as requested by the EOC Manager (CEMC).

4.0 ADVISORY / SUPPORT GROUPS

4.1 Introduction

Emergency Control Group Support Groups may be formed from City staff and personnel from other government agencies and organizations. Their advice, resources and information will assist the Emergency Control Group in making decisions. The Operations Officer is responsible for notifying Support Group personnel to report to the Emergency Operations Centre.

Contact names and numbers of City of Kenora staff are listed in the “Internal Resource Contact List” (**see Appendix D**). Contact names and numbers of external agencies are listed in the “External Resource Contact List” (**see Appendix E**).

4.2 Emergency Site Manager(s)

The Emergency Site Manager (s) shall:

1. Establish a unified command structure to organize and coordinate the response at the emergency site(s) with all Incident Commanders;
2. Assess the situation under existing and potential conditions by consulting with Incident Commanders and other agencies, take/authorize any action appropriate to preserve life, protect property and otherwise mitigate the adverse effects of the emergency;
3. Coordinate with the Emergency Control Group and Incident Commanders to ensure that the necessary equipment, supplies, and personnel are available;
4. Provide, at regular intervals, information updates and reports regarding activities at the emergency site(s) to the Emergency Control Group;
5. Schedule briefings with individual and collective Incident Commanders as to agency response status;
6. Activate or coordinate with agencies, the evacuation of the immediate area or any area likely to be placed at risk, if warranted by conditions, or as directed by the Emergency Control Group;
7. Consider response alternatives and determine appropriate response actions (evacuation, containment, etc.) in consultation with Incident Commanders and the Emergency Control Group;
8. Establish an on-site Command Post at an appropriate distance from the emergency area that provides a good vantage point from which access to the emergency site(s) can be controlled;
9. Brief Incident Commanders regarding the situation as they become involved;

10. Obtain background information from those involved in the emergency or those who may have witnessed the incident, concerning the nature of hazardous material(s) and/or situation(s). Consult with experts, as required, to mitigate the emergency;
11. Develop an Emergency Site Organization Plan/Layout with the assistance of Agency Incident Commanders and establish inner and outer perimeters and staging areas to control access to and movement within the emergency site(s);
12. Coordinate the release of information at the scene with the Public Information Officer on-site;
13. Request, from the Emergency Control Group, logistical support for emergency operations and personnel at the scene;
14. Ensure the overall safety of the emergency site, in particular that safety precautions are enforced regarding wearing personal protective equipment. A Safety Officer will be provided by the Emergency Control Group upon request;
15. In consultation with Incident Commanders, develop a demobilization plan for all resources within the emergency site. Implement this plan upon official notification of the termination of the emergency;
16. Ensure that all Incident Commanders have established work schedules for their personnel at the emergency site(s);
17. Maintain a detailed log of all actions taken by the Emergency Site Manager(s);
18. Participate in a post-emergency debriefing and provide such reports as requested by the EOC Manager (CEMC).

4.3 Northwest EMS Manager

The Northwest EMS Manager or alternate shall:

1. Provide the Emergency Control Group with information and advice on health services matters;
2. Participate in decision making, determining priorities and issuing operational directives for the resolution of the emergency, as requested by the Emergency Control Group;
3. Activate appropriate emergency call out procedures;
4. Direct and coordinate all ambulance services in accordance with the Plan and directions issued by the Emergency Control Group;
5. Coordinate with senior police officials, the movement of ambulances to and from the emergency site(s);
6. Coordinate with the Medical Officer of Health for the providing of triage and treatment at the emergency site(s), casualty collection posts, and the distribution of casualties in accordance with the Plan and directions issued by the Emergency Control Group;
7. Coordinate the provision of special emergency health service resources at the emergency site(s), i.e. ambulances, support units, paramedics, ambulance helicopters, etc;
8. Provide the main radio communication link among the health services, and notifying and requesting assistance of the Ontario Ministry of Health, Emergency Services Branch;
9. Liaise with the Medical Officer of Health and assist with the organization and transportation of persons in health care facilities, homes for the aged, nursing homes, and disabled citizens that need to be evacuated;
10. Maintain a detailed log of all actions taken by the Northwest EMS Service;
11. Participate in a post-emergency debriefing and provide reports as requested by the EOC Manager/CEMC.

4.4 Medical Officer of Health or Northwestern Health Unit Representative

Medical Officer of Health or Northwest Health Unit Representative shall:

1. Provide the Emergency Control Group with information and advice on matters pertaining to public and/or environmental health;
2. Participate in decision making, determining priorities and issuing operational directives for the resolution of the emergency, as requested by the Emergency Control Group;
3. Coordinate with the Northwest EMS Manager or designate for the providing of first aid, casualty collection posts, distribution of casualties, ambulance and hospital services, and health personnel augmentation in accordance with the Plan and directions issued by the Emergency Control Group;
4. Coordinate the acquisition of additional pharmaceuticals or surgical supplies through liaison with distributors, hospitals and clinics;
5. Liaise with the Ministry of Health, Public Health Branch;
6. Provide recommendations regarding the evacuation of buildings or areas for reasons of health;
7. Coordinate the response to disease related emergencies or anticipated emergencies such as epidemics, in accordance with Ministry of Health policies;
8. Liaise with the Operations Manager/Engineering regarding the provision and testing of potable water and sanitation facilities;
9. Liaise with Ontario Works and other agencies on the areas of mutual concern regarding health services in emergency areas including: food safety, counseling for victims, general safety and sanitation, accommodation standards, air monitoring, and the provision of home care services;
10. Maintain a detailed log of all actions taken by the Northwestern Health Unit;
11. Participate in a post-emergency debriefing and provide reports as requested by the EOC Manager/CEMC

4.5 Chief Building Official

If requested the Chief Building Official shall:

1. Advise the Emergency Control Group of all matters relating to buildings;
2. Coordinate with the Operations Manager/Engineering regarding the securing of unsafe buildings, or demolition of structures found to be unsafe;
3. Liaise with Chief Building Officials from area municipalities as required;
4. Maintain a detailed log of all actions taken by the Chief Building Official and the Building and Planning Department;
5. Participate in a post-emergency debriefing and provide reports as requested by the EOC Manager/CEMC.

4.6 Ontario Works

If requested the Ontario Works shall:

1. Arrange for the opening, operation direction and supervision of sufficient Social Service Centres required to provide immediate social services needed. Arrange for additional assistance from other support groups if required. **(see Appendix D and E);**
2. Provide social assistance to persons in need of food, accommodation and clothing due to the emergency situation as directed by the Social Services Manager and the Emergency Control Group;
3. Establish a Registration and Inquiry Centre as directed by the Social Services Manager and Emergency Control Group;
4. Maintain a detailed log of all actions taken by Ontario Works;
5. Participate in a post-emergency debriefing and provide reports as requested by the EOC Manager/CEMC.

4.7 Media Communications

The Emergency Control group shall use 89.5 Mix FM and Q104 (104.5 FM) to inform emergency personnel and the public of the situation and the action to be taken. In the event that 89.5 The Lake FM and Q104 are unable to broadcast, CBQ (FM 98.7) will be the alternate station.

4.8 Canadian Red Cross Society

If requested, Red Cross shall provide registration and inquiry services and assist at Reception Centre(s) as required. Red Cross may also provide First Aid services at evacuation centres and other locations as required. The Red Cross shall also maintain a detailed log of all actions taken and provide reports as requested by the EOC Manager (CEMC).

4.9 Salvation Army

4.10 St. John's Ambulance

If requested, St. John's Ambulance will provide First Aid services at evacuation centres and other locations as required. St. John's Ambulance shall also maintain a detailed log of all actions taken and provide reports as requested by the EOC Manager (CEMC).

4.11 Kenora Ministerial Association

4.12 Kenora Patricia Child & Family Services

4.13 First Nations Medical Service

4.14 Kenora Street Patrol

4.15 Kenora Legion Branch #12

4.16 Lake of the Woods Amateur Radio Society

If requested, the Lake of the Woods Amateur Radio Society shall provide radio equipment and operators at the Emergency Operations Centre and other locations as required and as directed by the Emergency Control Group. The Lake of the Woods Amateur Radio Society shall also maintain a detailed log of all actions taken and provide reports as requested by the EOC Manger (CEMC).

4.17 Lake of the Woods Search & Rescue

4.18 Kenora Ski Patrol

4.19 Ministry of Natural Resources – Emergency Management Team

4.20 Ministry of Natural Resources – Fire Management Headquarters

If requested, the Ministry of Natural Resources shall provide additional personnel and equipment as required. The Ministry of Natural Resources shall also maintain a detailed log of all actions taken and provide reports as requested by the EOC Manger (CEMC).

4.21 Ministry of Environment

4.22 Emergency Management Ontario

4.23 Office of the Fire Marshal

4.24 Canadian Pacific Railway – Emergency Response Team

5.0 DECLARATION OF AN EMERGENCY

5.1 Authority to Declare

The *Emergency Management and Civil Protection Act, R.S.O. 1990, c. E.9*, as amended, Section 4(1) states:

“The head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area.”

5.2 Notification to the Minister of Community Safety & Correctional Services

Under The *Emergency Management Act and Civil Protection Act, R.S.O. 1990, c. E.9*, as amended, states the Head of Council must ensure that the Minister of Community Safety & Correctional Services is notified forthwith of a declaration made under Section (1) or (2). To notify the Minister of Community Safety & Correctional Service’s office call:

Emergency Management Ontario **1-866-314-0472**

5.3 Assembling the Emergency Control Group

On receipt of an official message from a member of the Emergency Control Group, Kenora Central Ambulance and Communications Centre shall implement the “Emergency Plan – Alert Procedure” (see **Appendix A**).

Central Ambulance Communication Centre **9-1-1**

Upon learning of the emergency, members of the Emergency Control Group shall report to the Emergency Control Centre or as directed.

Primary EOC	City of Kenora Fire & Emergency Services Station 1 (100-14 th St N)
Alternate EOC	City of Kenora Fire & Emergency Services Station 2 (Keewatin)
Alternate EOC	Public Works Building (60-14 th St N) (Training Room)
Alternate EOC	OPP Detachment (Redditt Road at 350 Highway 17A)
Alternate EOC	Longbow Lake Fire Hall (2866 Highway 17 East)

6.0 PLAN IMPLEMENTATION

6.1 Activation of the Plan

Upon declaration by the Mayor or alternate, the Emergency Control Group shall activate the Plan and become responsible for directing and controlling all emergency operations and for providing the necessary personnel and resources.

6.2 Actions of Emergency Response Agencies

Upon notification of an emergency, response agencies shall perform duties and responsibilities as outlined in the Plan, or shall place personnel on stand-by until further notice.

Each agency responding to the emergency shall appoint an Incident Commander who is responsible for directing and coordinating the actions of all personnel of their agency at the emergency site. Incident Commanders report directly to the Emergency Site Manager(s).

For each emergency site defined, the Emergency Control Group shall confirm or appoint Emergency Site Manager(s) to assume responsibilities outlined in Section 4.2 of this Plan. The Emergency Site Manager(s) shall report directly to the Emergency Control Group.

6.3 Chain of Command

All Emergency Site Manager(s) report directly to the Emergency Control Group and are no longer subject to the command structures of their own organizations. Incident Commanders will report to the Emergency Site Manager and are still subject to the command structure of their own organization, see **Figure 1**.

6.4 Emergency Operations Centre

The Emergency Operations Centre shall be established at City of Kenora Fire and Emergency Services located 100 14th Street North (Fire Station 1 - Administration Headquarters). The backup location is the City of Kenora Fire & Emergency Services Station 2 located at 214 8th St in Keewatin (City of Kenora).

The first arriving Emergency Control Group members are responsible for setting up the Emergency Operations Centre. The EOC Manager (CEMC) is responsible for maintaining a level of preparedness within the Emergency Operations Centre by updating all print material and equipment. For a layout of the Emergency Operations Centre, see **Figure 2**.

6.5 Media Centre

The Media Centre will be established in the Kenora Fire and Emergency Services Building located at (100 14th Street North) or any other location as deemed necessary by size or type of incident.

The Public Information Officer is responsible for setting up the Media Centre. The EOC Manager (CEMC) is responsible for maintaining a level of preparedness within the Media Centre by providing equipment.

6.6 Telecommunications

Each responding agency is responsible for establishing its own telecommunications links with its Emergency Control Group representative.

6.7 Emergency Operations Centre Message Traffic

Due to the high volume of message traffic that will occur during the response to an emergency, a procedure must be used to effectively manage the handling of these messages. A hierarchy of all messages to and from the Emergency Operations Centre shall be in accordance with the following designations:

Emergency is any message with implications of imminent death or serious injury to any person or groups of persons. Emergency alerts or immediate action directives are included in this category. Emergency messages take priority over all other traffic and should be used only when absolutely required.

Priority is assigned to important messages with a specific time limit or may result in a significant impact. It also includes those official messages not covered in the “emergency” category.

Routine covers most administrative or non-critical messages that are not time limited, including routine logistics support.

It is the responsibility of the originator of the message to designate the message according to the above hierarchy. The line(s) dedicated to incoming calls to the Emergency Operations Centre shall be operated by support staff under the direction of the Operations Officer, and shall be responsible to ensure that all messages are properly classified and routed to their intended recipients. The message form is shown in **Figure 3**.

6.8 Command Post

The Emergency Site Manager(s) shall establish a temporary command post at each emergency site. The temporary command post shall be replaced by a mobile or fixed command post as determined by the Emergency Site Manager(s). All inter-agency communications shall be channeled through this command post and a direct link will be established with the Emergency Operations Centre.

6.9 Dissemination of Decisions by the Emergency Control Group

Decisions by the Emergency Control Group shall be transmitted to the appropriate response agency. This function shall be coordinated by the Operations Officer or alternate.

6.10 Meeting and Reporting Schedules

Members of the Emergency Control Group shall gather at regular intervals to inform each other of actions taken and problems encountered. The Operations Officer will establish frequency of meetings and agenda items. Maps and status boards shall be prominently displayed and kept up to date by the Duty Officer.

The Emergency Site Manager(s) shall schedule regular briefings with Incident Commanders.

6.11 Evacuation

Refer to **Appendix E** "City of Kenora Evacuation Plan".

6.12 Request for Assistance

Assistance shall be requested from neighbouring municipalities and/or the private sector as required (**see Appendix D** "External Resource Contact List").

6.13 Termination of a State of Emergency

The Mayor or alternate or Council as a whole can officially declare the termination of the emergency at any time and shall notify:

1. Minister of Community Safety & Correctional Services Council;
2. Neighbouring municipal officials as required;
3. The public;
4. The media.

7.0 TRAINING AND EVALUATION

7.1 Introduction

Training, exercise, and evaluation form the basis for ensuring that collective efforts at all levels can be properly coordinated and controlled. Effective emergency response is possible only when people understand the Plan and have had the opportunity to practice the procedures.

The Plan must provide for:

- (1) the education of City staff concerning emergency preparedness and their responsibilities established within the Plan;
- (2) individual and collective training to ensure personnel are prepared to implement the Plan; and
- (3) exercises and evaluations to practice and confirm the state of readiness of City staff to respond to an emergency.

7.2 Definitions

Simulated Exercises:

Individual control agencies practice operational procedures without the actual deployment of personnel or resources. Common approaches to this type of exercise include paper exercises and tabletop discussions. The actions of upper and lower operations are simulated by the exercise design staff.

Specialty Exercises:

These exercises practice response to a specific risk such as: bomb threats, aircraft disaster, major flooding, or radiation spill. These types of exercises can involve a simulated approach or actual deployment of resources.

Communication Exercises:

These exercises are designed to test the emergency notification procedures or to practice or evaluate communication resources.

Emergency Operations Centre Exercises:

The Emergency Operations Centre staff convenes to test and develop operational procedures, problem solving skills, communication systems, and interoperability within the City of Kenora and other outside agencies. The conduct of these exercises is usually in the form of a paper or communication exercise with staff participating as the Emergency Site Manager and representing coordinated departmental control centres.

Major Exercise:

This exercise involves the physical deployment of resources in response to a staged emergency situation. It may be undertaken by a single department or agency, or may be conducted in conjunction with others.

Mass Exercise:

This is a wide-scale, comprehensive exercise that involves all, or the majority of responding agencies and the actual deployment and exercise of resources at all levels. A mass exercise includes the activation of the Emergency Control Group, Emergency Operations Centre and one or more emergency sites.

7.3 Training

Each department is responsible for conducting individual, team, and combined training to ensure that staff are prepared to perform the tasks and responsibilities outlined in their respective Emergency Response Procedures.

7.4 Exercises

The purposes of exercises are:

- (1) to practice, test, evaluate, and improve plans and operational capabilities;
- (2) to promote and refine co-operation and coordination among operational teams, staff, and support groups, and command and control elements;
- (3) to stimulate and maintain interest and enthusiasm.

Departments are responsible for developing and conducting simulated, specialty, communication, and major exercises within their departments.

The Emergency Control Group shall conduct a minimum of one simulated and one communication exercise each year.

7.5 Evaluation

Each department or agency is responsible for the evaluation of its Emergency Response Procedures and the readiness of its respective organization. Significant occurrences that limit or preclude an organization from performing the responsibilities outlined in the Plan must be reported to the EOC Manager (CEMC).

8.0 PLAN MAINTENANCE AND REVISION

8.1 Plan Maintenance and Revision

An Emergency Plan Review Committee, chaired by the EOC Manager (CEMC) or alternate, will be composed of staff from various City departments and outside agencies. The Committee will be responsible for keeping the Plan (and its appendices) current with respect to legislation, agency roles and responsibilities and any other pertinent information.

City departments are responsible for reviewing and amending their internal sub-plans annually.

The Emergency Plan Review Committee will review and revise the Plan in June of every year, and any amendments shall be distributed to all of the Plan holders in a timely manner (see **Appendix H**, Distribution List).

9.0 FIGURES

Figure 1: Chain of Command

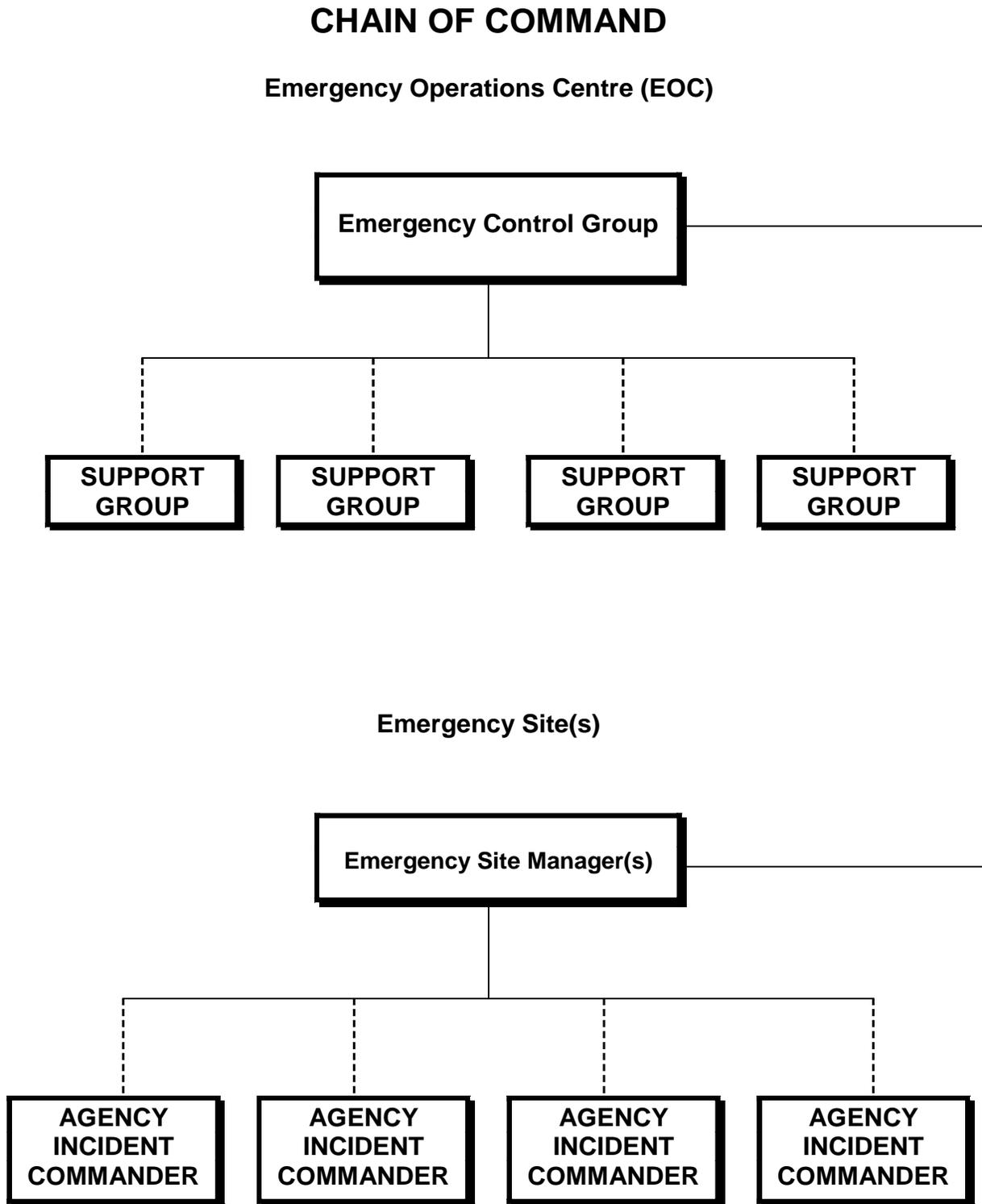
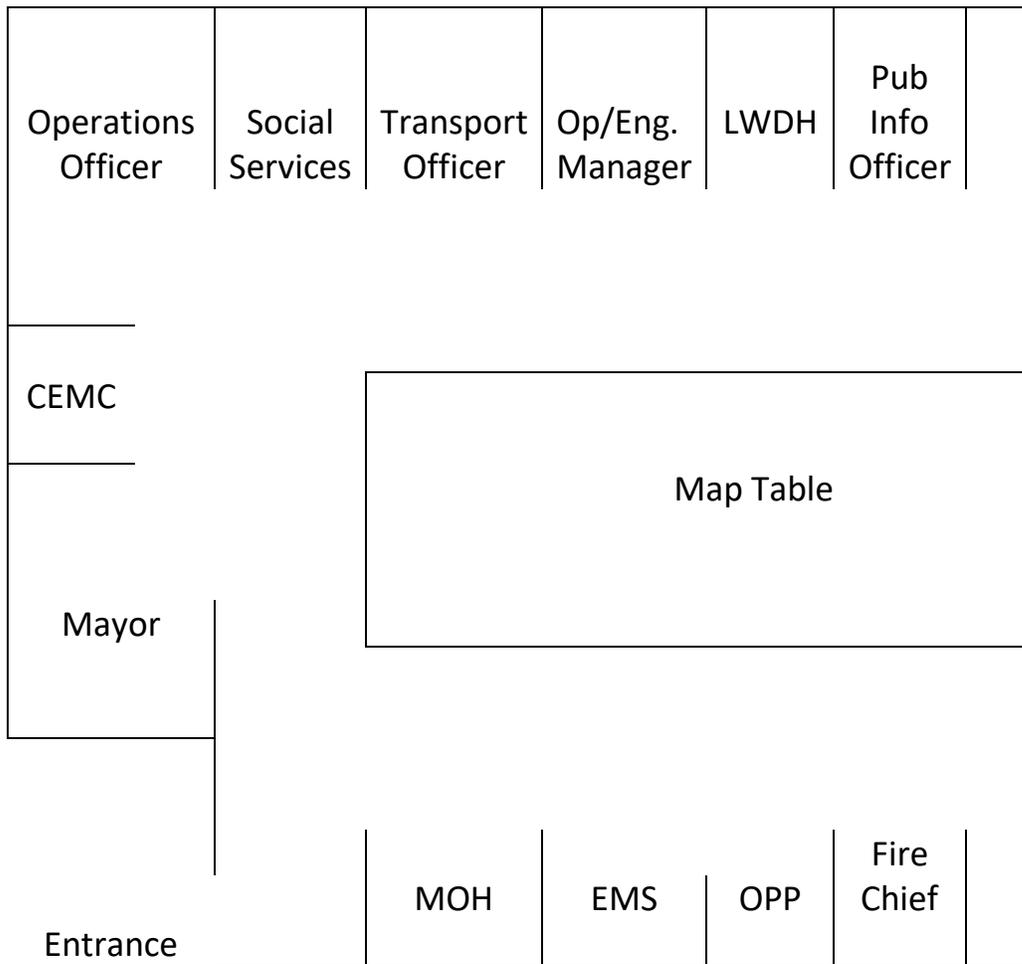


Figure 2: City of Kenora Emergency Operations Centre

9.0 FIGURES

City of Kenora Emergency Operations Centre

100 Fourteenth Street North Kenora
 Second Floor – Fire Station 1



EMERGENCY PLAN ALERT PROCEDURE

The decision to activate the Plan may be made by any Emergency Operations Control Group member who has received the initial warning and/or arrives first on the scene. (Example - Fire Chief or alternate, Detachment Commander or alternate, etc.)

Any member of the Emergency Operations Control Group or his/her designate may implement the plan by initiating the alert procedure as follows:

- Contact the Kenora Central Ambulance Communications Centre (911 or 468-1990)
- Identify yourself; give location and a brief summary of the incident
- Specify location of Emergency Operations Centre to be activated
 - Primary City of Kenora Fire and Emergency Services Station 1 (100-14th St. N)
 - Alternate City of Kenora Fire and Emergency Services Station 2 (8th St Keewatin)
 - Alternate Public Works Building (60-14th Street N., Kenora)
 - Alternate OPP Detachment (Redditt Road & 350 Hwy.17A)
 - Alternate Longbow Lake Volunteer Fire Station (2866 Hwy. 17 East)

The Kenora Central Ambulance Communication Centre Dispatcher will proceed as follows:

- Contact the EOC Manager (CEMC), Operations Office, and alternates listed in the plan. **(Appendix A)**
- Advise the Emergency Control Group members of the situation
- Request that the Emergency Control Group members report to the identified EOC.
- Maintain a time log of the Emergency Control Group members contacted.

CITY OF KENORA EVACUATION PLAN

Part 1 – Emergency Evacuation Plan

- Introduction
- Potential Community Hazards
- Aim
- Objective
- Steps for Activation of the City of Kenora Evacuation Plan
- Evacuation Operations – General Responsibilities
- Assistance
- Testing

Part 2 – Emergency Control Group

Emergency Control Group – Collective Duties and Responsibilities

Part 3 – Individual Responsibilities

- Mayor or Designate
- EOC Manager (CEMC) or Alternate CEMC
- Operations Officer
- Detachment Commander Ontario Provincial Police
- Fire Chief
- Operations Manager/Engineering
- Social Services Manager
- Finance Manager
- Public Information Officer
- Medical Officer of Health or Northwestern Health Unit Representative
- Telecommunications Manager
- Northwest EMS Manager

Other Agencies

- Canadian Red Cross
- St. John Ambulance
- Lake of the Woods Amateur Radio
- Community Care Access Centre

Part 1 – Emergency Evacuation Plan

Introduction

There are two types of evacuations, Precautionary and Mandatory Evacuation.

Precautionary Evacuation:

Occurs when it is recommended to evacuate within a certain parameter, usually a building or a block, until the initial situation is contained.

Mandatory Evacuation:

Takes place when it is determined by the Emergency Control Group that there is an absolute need to evacuate an area, usually on a large-scale, possibly for a long period of time (i.e. for more than 24 hours). For the purpose of this evacuation plan, the definition that shall set the plan, or part of this plan, in motion shall, therefore, be Mandatory Evacuation.

Evacuation may result in a tremendous psychological effect on those persons directly affected. Adequate communication with the people involved is essential and shall include explaining that an evacuation is pending, what they shall be required to do and when they shall be required to react if an evacuation is issued. The economic effect of closing down industry for even a short period of time is enormous and can be measured in the millions of dollars in lost revenue. A decision to evacuate should only be made when absolutely necessary.

First response services alone cannot be expected to deal with a large-scale evacuation and relocation of residents. An effective response will require participation and cooperation between municipal services, industry, and volunteer services as outlined in the City of Kenora Emergency Plan and this Plan.

Potential Community Hazards

All of the following are considered potential community hazards within the City of Kenora and surrounding areas and are not listed in any particular order of risk, but may require mandatory evacuation.

- (1) windstorm, tornado;
- (2) road, highway or rail incident involving dangerous goods spill, fire and/or explosion;
- (3) snow/ice storm, with power outage;
- (4) heavy rain, flooding;
- (5) rupture of vessel or piping containing propane, chlorine, natural gas or other volatile materials under pressure;
- (6) falling aircraft;
- (7) forest fire;
- (8) building or structure collapse.

Aim

The aim of the Plan is to provide a set of generic action guidelines to increase the City's ability to efficiently and effectively deploy services and resources to protect the property and the health, safety and welfare of the residents of Kenora during emergency situations.

Objective

The objective of this Evacuation Plan is to provide a vehicle through which a timely and effective evacuation and reception of people can be achieved.

Steps for Activation of the City of Kenora Evacuation Plan

This Plan will be activated as soon as it becomes apparent that due to an emergency of such magnitude as to warrant its implementation, evacuation and relocation of people is necessary.

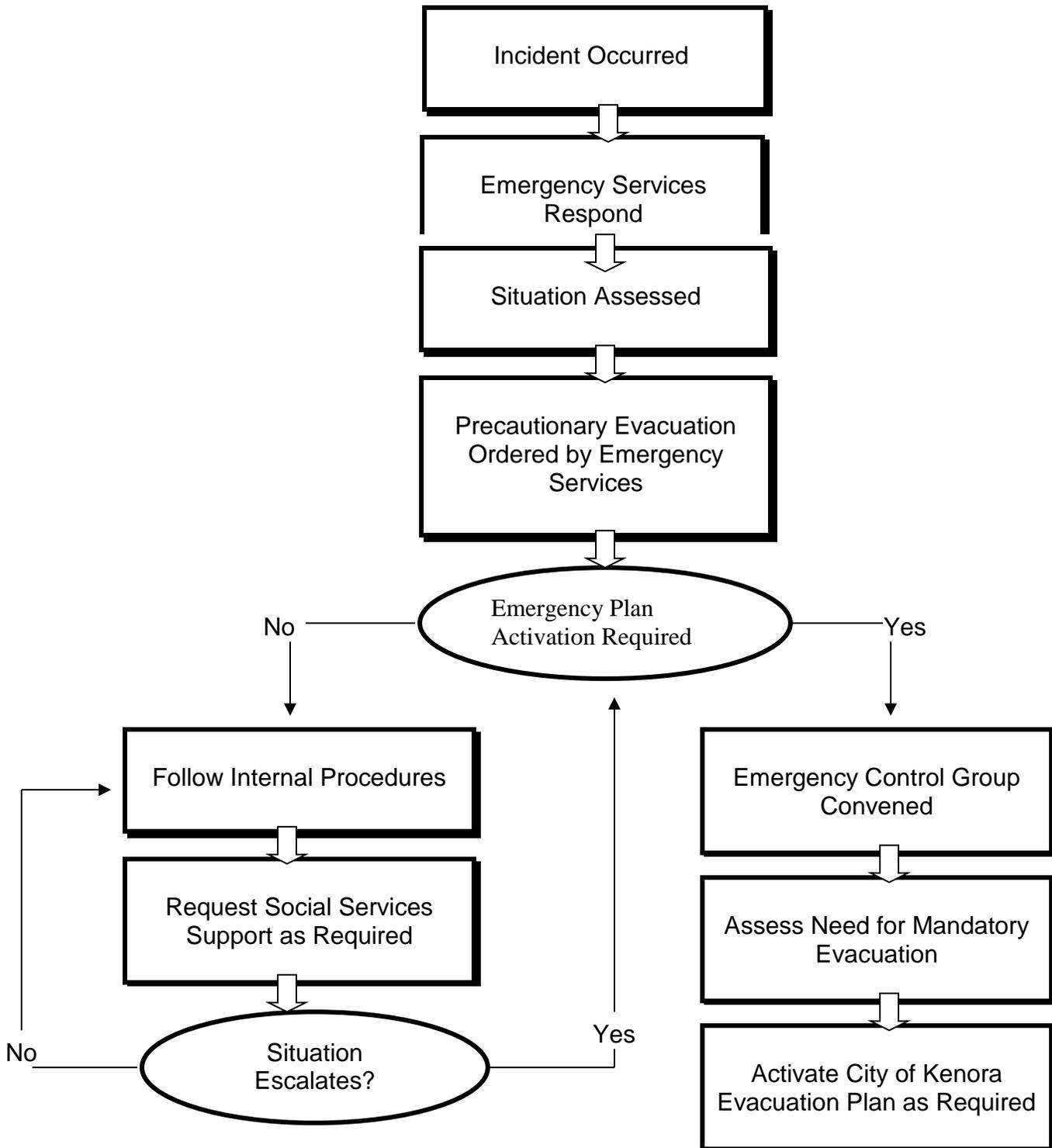
Should a major incident occur in the City of Kenora, a member of the Emergency Control Group, on the advice of the first response agency, will activate the City of Kenora Emergency Plan. This official will then ensure that all members of the Emergency Control Group are alerted and instructed to report to the Emergency Operations Centre. If the need to evacuate and relocate residents of the affected area(s) is apparent, the provisions of the City of Kenora Evacuation Plan shall be implemented. In such events, the Mayor shall declare a state of emergency before a mandatory evacuation is carried out.

The Ontario Provincial Police will have the primary responsibility for implementation of evacuation consistent with their operating procedures. All other services and agencies will be prepared to support police evacuation activities.

The exception to the above is where an evacuation site is under the management of a department other than police service. In this instance, the Emergency Site Manager(s) has the responsibility for the evacuation of people within the danger area.

If the evacuation of any residents of the City of Kenora is necessary, the Social Services Manager will activate the Reception Plan in Appendix G.

Steps for Activation of the City of Kenora Evacuation Plan



Evacuation Operations – General Responsibilities

Once the decision has been made to evacuate an area of the City of Kenora, the Emergency Control Group shall determine the following:

- (1) boundaries of area to be evacuated;
- (2) main evacuation route(s) to be used, and identify necessary traffic control points;
- (3) assembly areas to be used;
- (4) location of facilities within the evacuation area to be notified, and how notification will be carried out;
- (5) time of the evacuation start, and if necessary, who will be evacuated first (stages of evacuation).

The Emergency Control Group shall proceed with the following:

- (1) alert of the evacuation order to all concerned, including the Province of Ontario;
- (2) preparation of media release for immediate broadcast to the public;
- (3) if necessary, appointment of an Emergency Site Manager to direct the evacuation and relocation.

Schools located within the area to be evacuated shall remain under the control of their respective school boards. Both the public and separate boards of education have their own evacuation procedures that cover evacuation, transport, and relocation of the entire school population. All such school evacuations should however be coordinated with the Emergency Control Group.

In the event of a mandatory evacuation, students shall not be sent home. All students and staff will be evacuated to a designated Reception Centre. Parents or guardians wishing to remove their child from school during an evacuation may do so from the Reception Centre by making their request in person to school officials.

Designated essential municipal and in some cases industrial facilities cannot be fully evacuated and minimal staff must remain on the job. There are other essential services within the community that cannot be left unattended, these positions will be rotated as often as feasible and will only be abandoned under immediate life threatening circumstances. Essential positions would be those associated with traffic, engineering, water treatment plant, hydro, telephone, and emergency services.

Evacuation Operations – General Responsibilities continued

The residents of the City of Kenora who have been relocated to temporary shelters will require a wide range of support services. The Social Services Manager has the primary responsibility for the provision of all such services assisted by other municipal departments and volunteer agencies such as the Canadian Red Cross Society, The Salvation Army, and St. John Ambulance.

Assistance

When an emergency evacuation order is in effect, the Mayor of the City of Kenora, with the advice of the Emergency Control Group may request assistance from the Provincial Government through Emergency Management Ontario.

Phone: 1-866-314-0472 (24 hours)

Testing

The City of Kenora Evacuation Plan shall be the object of occasional testing in order to verify its overall effectiveness and provide training to the Emergency Control Group and Support Groups. The test can take the form of a simple paper exercise or a more elaborate functional exercise. Revisions to this plan should incorporate recommendations stemming from all such exercises.

Part 2 – Emergency Control Group Collective Duties and Responsibilities

The following actions/decisions that may have to be considered and dealt with by the Emergency Control Group are described in the City of Kenora Emergency Plan. The Emergency Control Group is responsible for the following with regard to the Evacuation Plan:

- (1) advising the Mayor as to whether the declaration of an emergency and a mandatory evacuation is recommended;
- (2) arranging for services and equipment from neighbouring municipalities, private contractors, volunteer agencies and service clubs as required;
- (3) deciding to evacuate the buildings or sections within an emergency area which are themselves considered to be dangerous or in which the occupants are considered to be in danger from some other source;
- (4) arranging for accommodation and well-being, on a temporary basis, of any residents who are in the need of assistance due to displacement as a result of the emergency;
- (5) determining if additional transportation is required for evacuation or transport of persons and/or supplies;
- (6) ensuring that pertinent information regarding the emergency is promptly forwarded to the Public Information Officer for dissemination to the media and to the public;
- (7) establishing a Call (Information) Centre to handle individual requests for information concerning any aspect of the emergency;
- (8) advising the Mayor of when and why to terminate an emergency / evacuation order.

Part 3 – Individual Responsibilities

Mayor or Designate

It is the responsibility of every member of Council to familiarize themselves with the City of Kenora Emergency Plan in order to be ready to act as designate to the Mayor or Deputy Mayor according to the Deputy Mayor Schedule. The Mayor or his/her designate will perform the duties and responsibilities described in the emergency plan and, in particular, with regard to the evacuation plan:

- (1) declaring an emergency;
- (2) on the advice of the Emergency Control Group, officially declaring mandatory evacuation;
- (3) declaring that an emergency/evacuation order is in existence in accordance with the By-Law and announcing it via the Public Information Officer, (see the City of Kenora Emergency Plan for details);
- (4) confirming the release of information to the news media and the general public on evacuation procedures;
- (5) terminating the emergency/evacuation order at the appropriate time and ensuring all agencies/services/departments concerned have been notified;
- (6) acting as spokesperson for the City of Kenora for the duration of the emergency / evacuation;
- (7) execute other actions as outlined by the City of Kenora Emergency Plan.

EOC Manager/CEMC or Alternate CEMC

The EOC Manager/CEMC or his/her designate will perform the duties and responsibilities described in the City of Kenora Emergency Plan and in particular with regard to the evacuation plan:

- (1) during the emergency/evacuation, authorize extraordinary municipal expenditures as required;
- (2) be responsible for media arrangements and manage the preparation and issue of press releases and public announcements with the Public Information Officer;
- (3) execute other actions as outlined by the City of Kenora Emergency Plan.

Operations Officer

The Operations Officer or his/her designate will perform the duties and responsibilities described in the City of Kenora Emergency Plan and in particular with regards to the evacuation plan:

- (1) liaising with the surrounding municipal elected officials in the event that the emergency will have an effect on surrounding municipalities;
- (2) execute other actions as outlined by the City of Kenora Emergency Plan.

Detachment Commander Ontario Provincial Police

The Detachment Commander of the Ontario Provincial Police or his/her designate shall perform the duties and responsibilities described in the City of Kenora Emergency Plan and in particular with regard to the evacuation plan:

- (1) assume the lead in evacuation planning within the Emergency Operations Centre;
- (2) appoint an Emergency Evacuation Site Manager, when requested by the Emergency Control Group;
- (3) identify the main evacuation routes;
- (4) enlist the assistance, if available, of other agencies to assist in the evacuation process;
- (5) determine where Point Duty officers are needed and where barricades can be used;
- (6) provide police personnel at assembly areas and reception centres as required and when possible;
- (7) provide security for evacuated areas and guard against unauthorized re-entry;
- (8) liaise with the Public Information Officer to ensure appropriate information is being released to the public;
- (9) plan for orderly return of population after the need for evacuation has ended;
- (10) execute other actions as outlined by the City of Kenora Emergency Plan.

Fire Chief

The Fire Chief or his/her designate shall perform the duties and responsibilities described in the City of Kenora Emergency Plan, and in particular, with regard to the evacuation plan:

- (1) assist the Police Service in the evacuation of buildings as required and when possible;
- (2) assist in evacuation of buildings where special equipment is required;
- (3) execute other actions as outlined by the City of Kenora Emergency Plan.

Operations Manager/Engineering

The Operations Manager/Engineering or his/her designate shall perform duties and responsibilities described in the City of Kenora Emergency Plan, and in particular, with regard to the evacuation plan:

- (1) provide barricades and flashers at the request of the Ontario Provincial Police;
- (2) liaise with the police to assist in regulating traffic flows in particular evacuation routes by clearing emergency routes, marking obstacles, providing road signs etc.;
- (3) advise on alternate traffic routes and establish detours during the emergency/evacuation;
- (4) provide auxiliary lighting units as requested by either police services or social services department;
- (5) provide other personnel and equipment requested in support of evacuation and relocation;
- (6) arrange for transportation (i.e. buses, vans, trucks, etc.) as required and when possible;
- (7) execute other actions as outlined by the City of Kenora Emergency Plan.

Social Services Manager

The Social Services Manager or his/her designate shall perform duties and responsibilities described in the City of Kenora Emergency Plan, and in particular, with regard to the evacuation plan:

- (1) coordinate with the Social Services Team/Red Cross Branch Manager to set up Reception Centres;
- (2) coordinate the response of any other associated agencies;
- (3) determine the location of Reception Centres and arrange for opening of such Reception Centres as required;
- (4) liaise with the Medical Officer of Health or Northwestern Health Unit Representative on areas of mutual concern regarding operations in Reception Centres;
- (5) provide support to and liaise with the Social Services Team/Red Cross to set-up and operate Reception Centres;
- (6) liaise with the Public Information Officer to share information with respect to evacuation and reception centre services;
- (7) request the Public Information Officer to advise the media/public on location of Reception Centres;
- (8) arrange transportation to the Reception Centres for evacuees with special needs through Handi-Transit as required (if Handi-Transit resources are exhausted, coordinate with the Operations Manager/Engineering and to arrange other means of transportation for special needs evacuees);
- (9) ensure that representatives of the Keewatin-Patricia District School Board or the Kenora Catholic District School Board are notified when their facilities are required as Reception Centre locations;
- (10) ensure that staff and volunteers utilizing the school facilities take direction from the respective authorities with respect to the maintenance, use and operation;

Social Services Manager - continued

- (11) where childcare centres are evacuated to Reception Centres, provide childcare programs for these children. Staff shall remain with the children they are responsible for until the parents or guardians pick them up;
- (12) instruct the Manager of Ontario Works to provide monetary, welfare, clothing, personal services or other social assistance to persons forced to evacuate;
- (13) execute other actions as outlined in the City of Kenora Emergency Plan.

Public Information Officer

The Public Information Officer or his/her designate shall perform duties and responsibilities described in the City of Kenora Emergency Plan, and in particular, with regard to the evacuation plan:

- (1) establish the Media Centre under the direction of the Emergency Control Group for the preparation and release of all news bulletins;
- (2) advise the media and the public on the location of reception centres and assembly areas;
- (3) execute other actions as outlined in the City of Kenora Emergency Plan.

Medical Officer of Health or Northwestern Health Unit Representative

The Medical Officer of Health/NWHU Representative or his/her designate shall perform duties and responsibilities described in the City of Kenora Emergency Plan, and in particular, with regard to the evacuation plan:

- (1) dispatch Public Health Inspectors and Public Health Nurses to emergency sites and reception centres to provide assistance and advice regarding public health and safety as well as addressing the following: food safety, general safety and sanitation, accommodation standards, communicable disease control, water safety for drinking and bathing;
- (2) ensure liaison with the Community Care Access Centre with regard to the needs of the vulnerable population under their jurisdiction;
- (3) provide authoritative instruction on health and safety matters to the public through the Public Information Officer during an evacuation;
- (4) ensure that the Ministry of Health, Public Health Branch, is notified of the evacuation order;
- (5) provide regular health inspections in any operating Reception Centre;
- (6) coordinate with the Ministry of Health, the transportation of any hospital patients being relocated;
- (7) execute other actions as outlined in the City of Kenora Emergency Plan.

Telecommunications Manager

The Telecommunications Manager or his/her designate shall perform duties and responsibilities described in the City of Kenora Emergency Plan, and in particular, with regard to the evacuation plan:

- (1) ensure the provision of telecommunication equipment and operators as required and when possible for the following locations: assembly areas, reception centres, other locations/agencies as found to be necessary during the course of the evacuation;
- (2) in consultation with the Detachment Commander of the Ontario Provincial Police and Social Services Manager, ensure that all reception centres are linked to the Emergency Operations Centre by telephone, facsimile, or two-way radio;
- (3) all requests for amateur radio assistance shall be made to the Telecommunications Manager;
- (4) execute other actions as outlined in the City of Kenora Emergency Plan.

Northwest EMS Manager

The Northwest EMS Manager or his/her designate shall perform duties and responsibilities described in the City of Kenora Emergency Plan, and in particular, with regard to the evacuation plan:

- (1) assist with the organization and transportation of persons in health care facilities, homes of the aged and nursing homes, which are to be evacuated, as required;
- (2) liaise with the Community Care Access Centre and the Medical Officer of Health/Northwestern Health Unit Representative for information regarding disabled citizens that may reside in an area to be evacuated and may require ambulance transportation;
- (3) ensuring that first aid supplies are available at the emergency area and the reception centres;
- (4) execute other actions as outlined in the City of Kenora Emergency Plan.

OTHER AGENCIES

Canadian Red Cross Society

When a decision is made to open a reception centre, the Social Services Manager shall contact the Red Cross and provide the following information:

- (1) the nature and extent of the emergency;
- (2) the anticipated number of evacuees;
- (3) the location of the Reception Centre(s);
- (4) the expected duration of the evacuation.

When an evacuation order is in effect, the Canadian Red Cross Society, under the direction of the Social Services Manager shall be responsible for providing qualified personnel for the following:

- (1) providing shelter, clothing and food;
- (2) registration and inquiry services, and personal services which may include counseling and support;
- (3) providing space at the Red Cross Office or an alternate site, if necessary to establish a central inquiry service;
- (4) providing personnel to assist in the registration and inquiry process wherever there is a need;

- (5) providing personnel to assist Social Services in their mandate to deliver food, clothing and personal services.

The Red Cross shall establish and maintain records of all evacuees who stay at the Reception Centre(s). The record will include the following information:

- (1) name;
- (2) normal residential address and telephone number;
- (3) duration of stay;
- (4) forwarding addresses/telephone numbers for the evacuees when they leave shelter.

St. John Ambulance

When an evacuation order is in effect, the St. John Ambulance Service, under the direction of the Social Services Manager, shall be responsible for the following:

- (1) providing a First Aid Team with supplies for any reception centre(s);
- (2) assisting with providing health care for the elderly.

Lake of the Woods Amateur Radio

The Lake of the Woods Amateur Radio Operators shall provide emergency communications in time of need for the police, Red Cross, municipal departments, or other agencies as requested.

When an evacuation order is in effect for the City of Kenora, the Lake of the Woods Amateur Radio, under the direction of the Telecommunications Manager shall:

- (1) provide telecommunications equipment and operators to link all reception centre(s) with the City of Kenora Emergency Operations Centre;
- (2) provide mobile equipment and operators for other locations as identified by the Telecommunications Manager;
- (3) perform any other telecommunications actions as requested by the Emergency Control Group.

Community Care Access Centre

The Community Care Access Centre is an organization that provides in-home care to clients in and around the City of Kenora. The needs of these clients vary from the needs of newborns to the needs of the elderly to the needs of the mentally ill. The clients live throughout the city, and their special requirements may be additional factors when selecting a suitable Reception Centre.

The Kenora Community Care Access Centre is located at 21 Wolseley Street, 2nd Floor, P9N 3W7. The Kenora Community Care Access Centre is accessed by phoning 467-4757 or toll free at 1-877-661-6621.

CITY OF KENORA RECEPTION PLAN

Part 1 – Emergency Reception Plan

Introduction
Aim
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Steps for Activation of the City of Kenora Reception Plan
Reception Centre Activation
Reception Operations – General Responsibilities
Assistance
Registration and Inquiry – Operation and Organization

Part 2 – Emergency Control Group

Emergency Control Group – Collective Duties and Responsibilities

Part 3 – Individual Responsibilities

Mayor or designate
EOC Manager/CEMC or Alternate CEMC
Operations Officer
Detachment Commander Ontario Provincial Police
Fire Chief
Operations Manager/Engineering
Social Services Manager
Public Information Officer
Medical Officer of Health or Northwestern Health Unit Representative
Telecommunications Manager
Northwest EMS Manager
Other Agencies:
 Canadian Red Cross
 Salvation Army
 Lake of the Woods Amateur Radio

Part 1 – Emergency Reception Plan

Introduction

In the event of an emergency situation in Kenora or a neighbouring community, the City of Kenora may be requested to provide assistance to evacuated residents. On receiving this call for assistance, the Emergency Control Group shall meet and begin preparations for the reception of evacuees.

Aim

The aim of the Plan is to provide a set of generic action guidelines to increase the City's ability to efficiently and effectively deploy services and resources to protect the property and the health, safety and welfare of the residents of Kenora and residents of neighbouring communities during emergency situations.

Objective

The objective of this Reception Plan is to provide a vehicle through which a timely and effective reception of people can be achieved.

Steps for Activation of the City of Kenora Reception Plan

This Plan will be activated as soon as it becomes apparent that due to an emergency of such magnitude as to warrant its implementation, evacuation and relocation of people is necessary or as soon as a neighbouring community makes a request for assistance.

The Alert Procedure (Appendix A) shall be activated and members of the Emergency Control Group will be advised of the situation and asked to meet in order to begin preparations for the reception of evacuees. Other personnel may be added to this group as the situation warrants.

Information to be gathered as soon as possible will be the number of evacuees, the estimated time of arrival, and the estimated length of their stay if known.

Reception Centre Activation

The choice of which reception centre to activate will depend on the time of year and the location(s) of the emergency. The decision is the responsibility of the Social Services Manager.

Reception Centre	Contact
Keewatin Patricia District School Board	See external list – Appendix E
Kenora Catholic District School Board	See external list – Appendix E
Beaver Brae Secondary School	See external list – Appendix E
St. Thomas Aquinas High School	See external list – Appendix E
Kenora Recreation Centre	See external list – Appendix E

Keewatin Memorial Arena	See external list – Appendix E
Kenora Legion Branch #12	See external list – Appendix E
Jubilee Church of God	See external list – Appendix E
Kenora Curling Club	See external list – Appendix E

Reception Operations – General Responsibilities

Once the decision has been made to establish a Reception and Inquiry Centre, the Emergency Control Group shall proceed with the following:

- (1) secure access to the designated (chosen) reception centre by contacting the appropriate manager/owner;
- (2) preparation of media release for immediate broadcast to the public;
- (3) arrange for personnel to be available at the reception centre;
- (4) request assistance as required from other agencies.

The residents who have been relocated to temporary shelters will require a wide range of support services. The Social Services Manager has the primary responsibility for the provision of all such services assisted by other municipal departments, volunteer agencies such as the Canadian Red Cross, Salvation Army and/or the Kenora Lions Club.

Assistance

When an emergency Reception and Inquiry Centre is established, the Mayor of the City of Kenora, with the advice of the Emergency Control Group may request assistance from the Provincial Government through Emergency Management Ontario's, Provincial Emergency Operations Centre (PEOC).

The Duty Officer can be contacted (24 hour) at:

Phone: 1-866-314-0472 Email: peocdo01@ontario.ca

PEOC General Inquiries: 1-800-461-2281

Registration and Inquiry– Operation and Organization

All evacuees arriving at the Reception Centre shall be registered on the prescribed form (which includes name, normal residence and telephone number, duration of stay, and forwarding address/telephone numbers when they leave the Reception Centre). Registration shall be filed so as to allow for quick reference to future inquiries. In the case of parents and/or children having different surnames, a registration card shall be completed for each different surname and they should be cross-referenced.

Interpreters and guides may be required for some evacuees at the time of the registration process. (See Interpreters – Appendix E).

Evacuees leaving the Reception Centre for alternate accommodations shall still complete a registration card and advise of their whereabouts.

All inquiries received through the Call (Inquiry) Centre and at the Reception Centre shall be documented and answered as best as possible.

Arrival of Evacuees

All evacuees arriving at the Reception Centre shall enter through the designated entrance where registration will take place. Buses and other vehicles arriving at the parking lot shall be directed to the same. Security shall have to be maintained at this entrance to ensure that only authorized persons are admitted

Registration Process

Registration cards may be completed by agencies prior to arrival of evacuees but must be turned over to the Reception Centre staff upon arrival. All evacuees must be registered. Registration tables shall be set up immediately at the entrance of the Reception Centre. Barriers should be established in this area to direct all evacuees to the registration tables.

If a large number of evacuees are expected, multiple tables may be set up with each table handling a section of the alphabet. Guides shall be used to direct evacuees to the proper registration tables.

Inquiry and Information

Immediately adjacent to the Registration Area an Information and Inquiry Area shall be established to assist evacuees and other persons with information. This area shall be so identified with a large sign indicating such. Information provided at this area shall only be for evacuees and the general public. Press and media shall be debriefed in a different area.

Feeding and Food Preparation

All food preparation shall be undertaken in the designated locations only. Only authorized persons shall be allowed in these areas. As food is prepared it may be taken out to an area where it can be distributed.

Infant/Toddler Requirements

A separate area shall be established where baby needs such as diapers, formula, baby food, etc. can be distributed.

First Aid and Health Treatment

A separate area shall be designated as a first aid and health treatment area.

Departures

All evacuees shall report to the Registration Area prior to leaving the Reception Centre to advise the time of departure and their destination.

Part 2 – Emergency Control Group Collective Duties and Responsibilities

The following actions/decisions that may have to be considered and dealt with by the Emergency Control Group are described in the City of Kenora Emergency Plan. The Emergency Control Group is responsible for the following with regard to the Reception Plan:

- (1) determining the best location for the Reception Centre according to the number of evacuees and any special needs;
- (2) arranging for services and equipment from federal or provincial ministries and agencies, neighbouring municipalities, private contractors, volunteer agencies and service clubs as required;
- (3) ensuring that sufficient staffing is available at the Reception Centre;
- (4) ensuring that pertinent information regarding the emergency is promptly forwarded to the Public Information Officer for dissemination to the media and to the public;
- (5) establishing a Call (Information/Inquiry) Centre to handle individual requests for information concerning evacuees.

Part 3 – Individual Responsibilities

Mayor or Designate

It is the responsibility of every member of Council to familiarize themselves with the City of Kenora Emergency Plan in order to be ready to act as designate to the Mayor or Deputy Mayor according to the Deputy Mayor Schedule. The Mayor or his/her designate will perform the duties and responsibilities described in the emergency plan and, in particular, with regard to the Reception Plan:

- (1) confirming the release of information to the news media and the general public on evacuation and reception procedures;
- (2) acting as spokesperson for the City of Kenora for the duration of the emergency / evacuation;
- (3) execute other actions as outlined by the City of Kenora Emergency Plan.

EOC Manager/CEMC or Alternate CEMC

The CEMC or his/her designate will perform the duties and responsibilities described in the City of Kenora Emergency Plan and in particular with regards to the Reception Plan:

- (1) during the emergency/evacuation, authorize extraordinary municipal expenditures as required;
- (2) be responsible for media arrangements and manage the preparation and issue of press releases and public announcements with the Public Information Officer;
- (3) execute other actions as outlined by the City of Kenora Emergency Plan.

Operations Officer

The Operations Officer or his/her designate will perform the duties and responsibilities described in the City of Kenora Emergency Plan and in particular with regards to the Reception Plan:

- (1) liaising with the surrounding municipal elected officials in the event that the emergency will have an effect on surrounding municipalities;
- (2) execute other actions as outlined by the City of Kenora Emergency Plan.

Detachment Commander Ontario Provincial Police

The Detachment Commander of the Ontario Provincial Police or his/her designate shall perform the duties and responsibilities described in the City of Kenora Emergency Plan and in particular with regard to the Reception Plan:

- (1) assume the lead in evacuation/relocation planning within the Emergency Operations Centre;
- (2) ensure adequate security is available at the Reception Centre and any other assembly areas;
- (3) determine where Point Duty officers are needed and where barricades can be used for traffic control;
- (4) liaise with the Public Information Officer to ensure appropriate information is being released to the public;
- (5) plan for orderly return of population after the need for evacuation has ended;
- (6) execute other actions as outlined by the City of Kenora Emergency Plan.

Fire Chief

The Fire Chief or his/her designate shall perform the duties and responsibilities described in the City of Kenora Emergency Plan, and in particular, with regard to the Reception Plan:

- (1) provide personnel to assist the Police Service with security and traffic control functions as required;
- (2) provide personnel to assist the Social Services Manager with required functions;
- (3) execute other actions as outlined by the City of Kenora Emergency Plan.

Operations Manager/Engineering

The Operations Manager/Engineering or his/her designate shall perform duties and responsibilities described in the City of Kenora Emergency Plan, and in particular, with regard to the Reception Plan:

- (1) provide barricades and flashers at the request of the Ontario Provincial Police;
- (2) liaise with the police to assist in regulating traffic flows in particular routes by clearing emergency routes, marking obstacles, providing road signs etc.;
- (3) advise on alternate traffic routes and establish detours during the emergency/evacuation;
- (4) provide auxiliary lighting units as requested by either police services or social services officer;
- (5) provide other personnel and equipment requested in support of evacuation and relocation;
- (6) liaise with the Transportation Manager to arrange for transportation (i.e. buses, vans, trucks, etc.) as required and when possible;
- (7) execute other actions as outlined by the City of Kenora Emergency Plan.

Social Services Manager

The Social Services Manager or his/her designate shall perform duties and responsibilities described in the City of Kenora Emergency Plan, and in particular, with regard to the Reception Plan:

- (1) coordinate the response of the Social Services Division and associated agencies;
- (2) arrange for opening, operation, direction and supervision of Reception Centre with the Ontario Works Manager as required;
- (3) liaise with the Medical Officer of Health or Northwestern Health Unit Representative on areas of mutual concern regarding operations and good health practices in Reception Centre;
- (4) liaise with the Public Information Officer to share information with respect to evacuation and Reception Centre services;
- (5) request the Public Information Officer to advise the media/public on location of Reception Centre;
- (6) provide adequate signage within the Reception Centre and ensure that all persons in authority are provided with identification tags.
- (7) ensure that staff is available to clean and maintain the building;
- (8) arrange for personnel to register all evacuees arriving at the Reception Centre and ensure that persons leaving the Reception Centre for alternate accommodations are registered as to their whereabouts;
- (9) arrange for all supplies required at the Reception Centre, e.g. food, clothing, blankets, beds, etc.;
- (10) arrange for the preparation of food and beverages at the Reception Centre;
- (11) if more than one Reception Centre is required, appoint persons to manage these centres;
- (12) if evacuees are to be kept at the Reception Centre for more than 8 hours, ensure that a relief shift is available to provide assistance to evacuees on a 24-hour basis.
- (13) execute other actions as outlined in the City of Kenora Emergency Plan.

Public Information Officer

The Public Information Officer or his/her designate shall perform duties and responsibilities described in the City of Kenora Emergency Plan, and in particular, with regard to the Reception Plan:

- (1) establish the Media Centre under the direction of the Emergency Control Group for the preparation and release of all news bulletins;
- (2) advise the media and the public on the location of Reception Centres and assembly areas;
- (3) execute other actions as outlined in the City of Kenora Emergency Plan.

Medical Officer of Health or Northwestern Health Unit Representative

The Medical Officer of Health/NWHU Representative or his/her designate shall perform duties and responsibilities described in the City of Kenora Emergency Plan, and in particular, with regard to the Reception Plan:

- (1) dispatch Public Health Inspectors and Public Health Nurses to Reception Centres to provide assistance and advice regarding public health and safety as well as addressing the following: food safety, general safety and sanitation, accommodation standards, communicable disease control, water safety for drinking and bathing;
- (2) provide authoritative instruction on health and safety matters to the public through the Public Information Officer during an evacuation;
- (3) provide regular health inspections in any operating Reception Centre;
- (4) execute other actions as outlined in the City of Kenora Emergency Plan.

Telecommunications Manager

The Telecommunications Manager or his/her designate shall perform duties and responsibilities described in the City of Kenora Emergency Plan, and in particular, with regard to the Reception Plan:

- (1) ensure the provision of telecommunication equipment and operators as required and when possible for the following locations: assembly areas, Reception Centres, other locations/agencies as found to be necessary during the course of the evacuation;
- (2) in consultation with the Police Chief and Social Services Officer, ensure that all Reception Centres are linked to the Emergency Operations Centre by telephone, facsimile, or two-way radio;
- (3) all requests for amateur radio assistance shall be made to the Communications Officer;
- (4) execute other actions as outlined in the City of Kenora Emergency Plan.

Northwest EMS Manager

The Northwest EMS Manager or his/her designate shall perform duties and responsibilities described in the City of Kenora Emergency Plan, and in particular, with regard to the Reception Plan:

- (1) ensuring that first aid supplies are available at the emergency area and the Reception Centre;
- (2) execute other actions as outlined in the City of Kenora Emergency Plan.

OTHER AGENCIES:

Canadian Red Cross Society

When the Reception Plan is in effect and the services of the Canadian Red Cross Society are requested under the direction of the Social Services Manager, the Canadian Red Cross shall be responsible for providing qualified personnel to assist with the following:

- (1) providing shelter, clothing and food;
- (2) registration and inquiry services, and personal services which may include counseling and support;
- (3) providing personnel to assist in the registration and inquiry process wherever there is a need;
- (4) providing personnel to assist Social Services in their mandate to deliver food, clothing and personal services.

Salvation Army

When the Reception Plan is in effect and the services of the Salvation Army are requested under the direction of the Social Services Officer, the Salvation Army shall be responsible for providing qualified personnel to assist with the following:

- (1) assisting the Canadian Red Cross Society as requested.
- (2) providing emotional support to evacuees;

Lake of the Woods Amateur Radio

The Lake of the Woods Amateur Radio shall provide emergency communications in time of need for police, Red Cross, municipal departments, or other agencies as requested.

When the Reception Plan is in effect for the City of Kenora, the Lake of the Woods Amateur Radio, under the direction of the Telecommunications Manager shall:

- (1) provide telecommunication equipment and operators to link all Reception Centres with the City of Kenora Emergency Operations Centre;
- (2) provide mobile equipment and operators for other locations as identified by the Telecommunications Manager;
- (3) perform any other telecommunications actions as requested by the Emergency Control Group

